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## Stress coping strategies among the employees in information technology sector - An empirical study

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### Abstract

Stress is a state of physical, mental and emotional reaction that results from the response of the individual towards environmental pressure. This paper examines the stress coping strategies among the employees in Information Technology sector. This study examines the various factors that causes stress among the IT sector employees and it analyzes the various coping strategies practiced by the IT sector employees in order to overcome the stress and to maintain work life balance in the course of their employment. Descriptive Research Design was adopted for the present study and both primary and secondary data were utilized to draw conclusions from this study. The sample size fixed for this study was 120 and the sample respondents were drawn from four identified IT companies in the Hyderabad region. Data was collected with the help of a structured questionnaire and the statistical analysis was conducted by using Chi-square test and ANOVA. The study concludes that there exists a significant mean difference between the age factor of the respondents and the stress coping strategies practiced by them for balancing their work life.

**Keywords:** stress, stress coping mechanisms and work life balance

### Introduction

The present world is metamorphosing into innovative global structure with the advent of modern technology and culture. The work places for the employees pose severe work pressures and workloads to the working community and they will certainly lead to the occurrence of psychological and physiological disorders of multitude in nature. This state of condition is termed as stress. The concept of stress is a condition of dynamic nature in which the person encounters constraints and other forms of strains. This state of condition will certainly cause a sort of discomfort to the working individuals. Stress is the state of mental attitudes and it is a phenomenon of internal dimension.

The aspect of stress will have its significant impact on the health of the individual and his performance levels. It is interesting to note that a minimum level of stress or pressure is necessary for the aspects of effective functioning and peak performance. The fundamental aspects that counts in coping the stress by the individual depends on the reaction of the individual towards the condition of stress. Broadly speaking stress is the phase that generates psychological and physiological imbalances within an individual. It is a state of physical, emotional and mental reaction that generates from the person's reaction to the environmental pressure.

### Statement of the Problem

The impact of stress in the modern day working environments is to be felt necessary especially in the information technology sector where the execution of modern technology in the existing system will be done on scheduled tight work frames. The work environment in the IT sector will definitely generate stress among the employees working in the IT field and the IT companies have to seriously formulate the stress coping strategies among their employees in order to obtain maximum productivity levels and effective functioning of their employees. There is an increased responsibility on part of the IT companies to study the aspect of stress and its impact on the employees otherwise the redefined workloads generate stress among the working individuals in the IT sector. Hence there exists a need to study the causes and impact of the stress on the employees of IT sector and various coping strategies practiced by them to handle the various aspects of the stress

**Objectives of study**

1. To examine the various factors that causes stress among the IT sector employees.
2. To analyze the various coping strategies practiced by the IT sector employees in order to overcome the stress and to maintain work life balance in the course of their employment.
3. To formulate certain stress coping mechanisms in order to reduce the stress by basing on the findings of the study.

**HypothesEs**

**Ho1:** There exists no significant relationship between the age factor of the Respondents and work life balance among them.

**Ho2:** There exists no significant relationship between the educational qualification of the respondents and their synchronization to modern technology.

**Ho3:** There exists no significant relationship between the educational qualification of the respondents and the planning of their work schedules.

**Ho4:** There exists no significant relationship between the designation of the respondents and support obtained from their seniors.

**Ho5:** There exists no significant relationship between the designation of the respondents and the workload exerted on them.

**Ho6:** There exists no significant mean difference between the age factor of the respondents and the stress coping

mechanism practiced by them.

**Ho7:** There exists no significant mean difference between the age factor of the respondents and the stress coping strategies practiced by them for balancing Their work life.

**Research Methodology**

The present study adopts Descriptive Research Design and both primary and secondary data were utilized for the study. The study comprises the respondents drawn from IT companies in Hyderabad region. The companies identified for the study were Cognigent Technologies, Wipro, Accenture and Yash technologies. Thirty executives were drawn from each company and sample size stands at 120 comprising both men and women by their gender.

The sampling method chosen to select the required sample was the non- probability method of sampling using convenience method of sampling.

Data was collected through structured questionnaire method and the questionnaire consists of the demographic particulars and the causes of stress, relationship factors, physiological and psychological factors, workload factors, stress coping strategies and the impact factors of stress on work life balance of the employees of the IT sector.

Statistical tools like Chi-square test and ANOVA were used to verify the significance of the proposed Null Hypotheses.

**Data Analysis and Interpretation**

**Table 1:** Chi-square test results (Verification of Hypothesis Ho<sub>1</sub> – Ho<sub>5</sub>)

| Dimension-1               | Dimension-2  | C.V    | Chi-square value | Significance |
|---------------------------|--|--------|------------------|--------------|
| Age factor                | Work life balance                                    | 9.038  | 0.229            | Not sig.     |
| Educational qualification | Synchronizing with modern technological applications | 10.188 | 0.317            | Not sig.     |
| Educational qualification | Work schedule  | 2.396  | 0.948            | Not sig.     |
| Designation               | Support from seniors                                 | 9.926  | 0.094            | Not Sig.     |
| Designation               | Workload   | 17.636 | 0.598            | Not sig.     |

Source: computed

The above table no.1 shows the chi-square results obtained on the examination of dimension-1 and dimension-2 and the interpretation of the results can be made as follows:

The chi-square test results obtained above can be used for the verification of the proposed Null-hypothesis from Ho<sub>1</sub> to Ho<sub>5</sub>.

**Verification of the Null- Hypothesis: (Results)**

Ho<sub>1</sub>: There exists no significant relationship between the age factor of the respondents and work life balance among them.

**Result:** Accepted

Ho<sub>2</sub>: There exists no significant relationship between the educational qualification of the respondents and their synchronization to modern technology.

**Result:** Accepted

Ho<sub>3</sub>: There exists no significant relationship between the educational qualification of the respondents and the planning of their work schedules.

**Result:** Accepted

Ho<sub>4</sub>: There exists no significant relationship between the designation of the respondents and support obtained from their seniors.

**Result:** Accepted

Ho<sub>5</sub>: There exists no significant relationship between the designation of the respondents and the workload exerted on them.

**Result:** Accepted

From the above table it can be inferred that there exists no significant relationship between the age factor of the respondents and the aspect of work life balance, there exists no significant relationship between the education qualification of the respondents and their synchronization to modern technology and planning of their work schedules and the results from table further shows that their exists no significant relationship between the designation of the employee and the support obtained from their senior and workload exerted on them.

**Table 2:** ANOVA test results (Verification of Hypothesis Ho<sub>6</sub> – Ho<sub>7</sub>)

| Dimension-1 | Dimension-2  | Source            | Degrees of freedom | MS    | R     | Sig. |
|-------------|--|-------------------|--------------------|-------|-------|------|
| Age factor  | Practice of Stress coping mechanism  | Between the group | 4                  | 6.712 | 7.491 | Sig. |
|             |  | Within the group  | 114                | 0.896 |       |      |
| Age factor  | Stress coping strategies practiced by the respondents for balancing their work life. | Between the group | 4                  | 3.209 | 4.638 | Sig. |
|             |  | Within the group  | 114                | 0.692 |       |      |

*Source:* Computed

The above table no.2 shows the ANOVA results obtained on the examination of dimension-1 and dimension-2 and the interpretation of the results can be made as follows:

The ANOVA test results obtained above can be used for the verification of the proposed Null-hypothesis from Ho<sub>6</sub> to Ho<sub>7</sub>.

#### Verification of the Null- Hypothesis: (Results)

**Ho<sub>6</sub>:** There exists no significant mean difference between the age factor of the respondents and the stress coping mechanism practiced by them.

**Result:** Rejected (Significant)

**Ho<sub>7</sub>:** There exists no significant mean difference between the age factor of the respondents and the stress coping strategies practiced by them for balancing their work life.

**Result:** Rejected (Significant)

From the above table it can be inferred that there exists a significant mean difference between the age factor of the respondents and the stress coping mechanism practiced by them and it can be further inferred that there exists a significant mean difference between the age factor of the respondents and the stress coping strategies practiced by them for balancing their work life.

#### Conclusion

The aspect of stress and its constituent factors has a significant impact on the work environment and human resource factors in the IT industry. The examination of various factors that causes stress among the employees shows that the aspect of work load and time schedules are not only the main stressing factors but the other aspects like autonomy of work, support from the colleagues and the reward and appraisal aspects are also acting as the stress causing factors. The information technology companies shall organize the periodical examinations of the stress management aspects in their working organizations and work environment. The IT sector should take necessary steps for enhancing the psychological and physiological well-being of their employees in terms of health and their performance levels. This will certainly lead the IT companies to attain the maximum productivity and organizational growth.

#### Suggestions

- Segregation of work load and planned reduction of time bound work schedules and accomplishment targets. (work delegation to subordinates)
- Adoption of work transition strategies
- Stress counseling programs for the employees
- Introduction of stress control workshops and employee assistance programs.

- Designing the healthy physical relaxation programs that stimulates and re-energise the mental and physical conditions of the employee.

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